



TRIPLER ARMY MEDICAL CENTER

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Menu options changed on Tripler's phone line 433-2778

More menu options added to the central appointments line

TRIPLER ARMY MEDICAL CENTER--- "Listen carefully, as our telephone system has recently changed." Callers are often impatient when they find their calls being answered by a recorded voice that repeat this admonition. But callers to the 433-2778 appointment line should really listen, as their choices did change as of Sept. 24.

Many callers simply dial the two or three number sequence they've memorized, to reach the clinic of their choice. They will now have to rethink those numbers before pressing their phone pad numbers.

The first two menu options are now to make a primary care appointment (press "1") and to cancel an appointment (press "2"), according to Maj. Aristotle Vaseliades, chief of Tripler's clinical support division. This change is part of an Army Medical Department initiative to standardize how incoming calls are handled at all Army clinics and hospitals.

"For example, the caller must press '4' instead of '2' to get the call routed to the surgery department appointment number," said Vaseliades. "The other major change is that an option has been established for Schofield Barracks Health Clinic in the opening menu."

Callers have 10 initial menu choices, instead of the previous seven. Adding more menu choices will allow more callers to get to their desired clinic or office. Additionally, callers will only have to remember one number for any appointment need.

"We need to free up some phone lines for use by other clinics and support staff," said Vaseliades. "The need for phones has increased, as our healthcare staff has increased, to support the increase in the Soldiers and families being assigned to Hawaii."

"We also now have more specialty care programs, like for traumatic brain injury and concussion, physical therapy, PTSD, and stress and pain management. They all need phones," said Vaseliades.

For healthcare consumers, however, phones are not the only way to contact their providers. "Everyone who seeks or receives healthcare from Tripler or the Schofield Barracks clinics do have another way to schedule or cancel primary care appointments," said Col. Suzie Martin, chief of Tripler's managed care division. "Tricare Online has vastly improved from when it first became available, and they are continuing to make it more user-friendly. People who haven't used it in awhile may be surprised at how easy it is to use, and how quickly you can schedule or cancel such appointments." For more information, go to www.tricareonline.com.